

POSITION VACANT

APPLICATIONS FOR VACANCY AT THE VISA OFFICE LE5 LEVEL

Agency	Department of Immigration and Border Protection
Title	Team Leader
Classification	LE 5

The Department of Immigration and Border Protection (DIBP) at the Australian High Commission Colombo is seeking a suitably qualified individual to fill a vacancy for the position of Team Leader.

Under limited direction, the Team Leader is responsible for progressing a range of activities within recognised guidelines, including determining day-to-day priorities, managing workflow resource allocations and individual and team output to ensure programs are delivered and performance standards and targets are met.

The key responsibilities include but are not limited to:

- Supervise and manage a team of staff responsible for delivering objectives against a visa program, including managing performance, providing feedback, identifying training opportunities and delivering coaching, implementing workflow strategies, setting tasks and priorities, and fostering team cohesion
- Organise and monitor the team's workload using caseload management tools, ensuring service level standards and program targets are met while maintaining a strong focus on quality client service and integrity
- Monitor/report on caseload trends and performance outcomes, anticipating problems and identifying issues in order to facilitate innovation initiatives and contribute to business improvement strategies
- Perform research and analysis to make decisions that involve complex or escalated issues, longer-term planning and liaison with other sections on policy or operational issues and development
- Assess complex visa applications using judgement, expertise and knowledge of legislative and policy requirements under limited guidance
- Conduct regular quality assurance of work area processes and manage identified risks
- Prepare reports, case notes, interview notes, correspondence and other material of a complex nature
- Undertake thorough investigations, including conducting sensitive client interviews and site visits in accordance with departmental procedures
- Liaise with a range of stakeholders to achieve work area and department goals
- Manage sensitive and difficult issues, including complex enquiries and complaints, providing fair and timely responses within legislative and policy guidelines
- Provide expert advice and interpretation of policy and procedural directions to senior staff

QUALIFICATIONS/EXPERIENCE

- A demonstrated ability to communicate with high-level of fluency in both Sinhala and English (verbal and written), with proficiency in Tamil desirable.
- Tertiary qualification in public administration or related area desirable.
- Experience in managing teams, preferably in a similar service provision organisation and lawful decision-making.

SELECTION CRITERIA

Applicants should address all five (5) of the selection criteria below, clearly outlining their claims and specific experience that makes them suitable for this position (maximum 2 pages).

1. Well-developed English written and oral communication skills with the proven ability to independently prepare reports and other written material of a complex nature which requires little or no revision before finalisation;
2. Experience managing a team responsible for delivering program targets to a high standard, including implementing workflow strategies and setting tasks and priorities.
3. Knowledge of legislative and policy frameworks with the ability to interpret and apply these under limited guidance.
4. Excellent interpersonal skills and an ability to contribute effectively to a culturally diverse and geographically dispersed team.
5. Demonstrated ability to exercise initiative, sound judgement, support and shape strategic thinking, and problem solve in an dynamic environment;

EMPLOYMENT CONDITIONS

The successful applicant will be expected to commence duty within one month of being advised of selection for the position. Following a period of three months' probation and subject to satisfactory performance employees may be offered an on-going employment contract. The starting salary for the LE 5 position is LKR 135,846/per month. The position attracts a range of employment benefits including salary advancement and bonuses based on performance. High Commission employees work from 8.30am until 5.00pm Monday to Friday and all employees are subject to our Code of Conduct (see below). Sri Lankan Police clearance and medical clearance are required as a pre-condition of employment.

APPLICATION PROCESS

All vacancies at the Australian High Commission are filled on the basis of merit, and all applications will be assessed by a selection committee. Applications must include:

- a curriculum vitae detailing previous work experience and qualifications (2 pages maximum);
- a concise statement addressing each of the attached selection criteria (2 pages maximum);
- contact details for two non-related referees, one of whom must be your current or most recent supervisor.

Applicants are advised to read the attached position description prior to addressing the selection criteria. Applications will close at 5pm local time on **Wednesday 22nd February**

2017 and must be submitted by email only to cmb.recruitment@dfat.gov.au. Please use the following subject header: **'Application for DIBP Team Leader LE 5'**.

Note that only shortlisted applicants will be contacted.

Code of Conduct for Locally Engaged Staff

The Australian High Commission (AHC) expects Locally Engaged Staff (LES) to observe the same high standard of conduct, probity and integrity as that required of Australia-Based officers. The AHC is the official representative of the Australian Government in Sri Lanka and consequently Australian principles and standards of conduct will apply in the workplace. The key underlying principles of such conduct are:

1. An employee must at all times behave in a way that upholds the integrity and good reputation of the High Commission.
2. An employee's personal behaviour, including his or her behaviour outside office hours, must not compromise the good reputation of Australia or the post.
3. An employee's dress and appearance should be in accordance with standards appropriate to his or her duties.
4. An employee should not be under the influence of alcohol, drugs or other prohibited or performance impairing substances in the workplace.
5. An employee must behave honestly and with integrity in connection with his or her employment with the High Commission.
6. An employee must not use his or her official position to influence improperly or try to influence colleagues or members of the public by giving or receiving gifts or by entering into financial or other arrangements with them.
7. An employee must act with care and diligence in connection with his or her employment with the High Commission.
8. In his or her duties an employee must:
 - be fair and impartial;
 - give persons likely to be affected by a decision an opportunity to have their case considered;
 - be prompt;
 - explain the reasons for action/decisions; and
 - at all times act according to local law and applicable Australian law.
9. An employee, when acting in the course of his or her employment with the High Commission, must treat members of the public and colleagues with respect and courtesy, and without coercion or harassment of any kind.
10. An employee must:
 - treat members of the public and colleagues equitably and fairly, regardless of their sex, marital status, ethnicity, age, sexual orientation, disability or religious beliefs or any other similar ground;
 - be professional and courteous at all times; and
 - provide assistance to the public and to help them understand their entitlements and obligations.
11. An employee must comply with any lawful and reasonable direction given by a person in High Commission who has the authority to give the direction.
12. Employees are at all times subject to the authority of the HOM/HOP and the staff member in charge of the section in which they are employed.
13. The relevant A-based or LES supervisor has the primary responsibility for ensuring that the required standards of conduct and work performance are met and maintained by LES.

14. An employee must maintain appropriate confidentiality including about information obtained during the course of his or her employment.
15. An employee must not disclose official information to any person unless authorised to do so in connection with his or her duties.
16. An employee must not misuse information obtained in connection with his or her duties, including taking advantage of another person on the basis of information held about the person in official records.
17. An employee must disclose, and take reasonable steps to avoid, any conflict of interest, either real or apparent, in connection with his or her employment in the High Commission, including in relation to any outside employment and/or business activities.
18. An employee must seek and obtain the permission of the HOM/HOP before engaging in outside employment.
19. The HOM/HOP may not grant permission to engage in outside employment which is incompatible with the employee's duties on behalf of the High Commission.
20. An employee who has an interest, financial or otherwise, including in respect of family and friends, that could conflict with the proper performance of his or her duties must disclose this interest to his or her supervisor and take whatever action is necessary to avoid that conflict.
21. An employee must use the resources of the High Commission in a proper manner.
22. An employee must be scrupulous in the use of official money, human and other resources.
23. An employee is required to avoid waste or extravagance in the use of the High Commission's resources.
24. An employee has a responsibility to care for and maintain the High Commission, property.
25. The property of the High Commission is to be used for official purposes only, and is to be used efficiently and effectively.
26. An employee must not, in connection with his or her employment in the High Commission, provide false or misleading information in response to a request for information that is made for official purposes.
27. An employee is expected to exercise reasonable care in giving written or oral information or advice and take reasonable steps to ensure that the information provided is accurate.
28. Where there are doubts about the reliability of information this should be checked with a supervisor.
29. Where the information being given is of an interim or conditional nature, this should be made clear.
30. An employee must not make improper use of inside information, or the employee's duties, status, power or authority in order to gain, or seek to gain, a benefit or advantage for the employee, or for any other person, including the acceptance of gifts, benefits, sponsored travel, hospitality, accommodation, hire car costs and entertainment.
31. These restrictions also apply to the families of employees, where the gift or benefit is a direct result of the official duties of the employee.
32. Gifts or benefits should generally not be accepted. In cases where not accepting the gift or benefit would cause offence to an extent that could adversely affect Australia's

interests, a gift or benefit can be accepted only with the written approval of the HOM/HOP. Otherwise, the gift or benefit must be refused or returned.

33. If in doubt about whether or not to accept a gift or benefit, the matter should be discussed with the employee's A-based supervisor.
34. A bribe is a gift given or offer made with the intention of influencing an employee to take or not to take a specific action. An employee who is found to have accepted a bribe will be subject to disciplinary action, including possible dismissal.
35. Money must never be accepted as a gift.
36. An employee in connection with his or her employment at the High Commission, must not promise, offer or give any bribe to colleagues with the aim of influencing a decision or influencing a colleague to commit misconduct or fraud.
37. An employee must not promise, offer or give any bribe to colleagues connected with management, disbursement or collection of High Commission funds with the intent of influencing a decision or action on any question or matter related to their functions, or influencing them to commit, aid or abet in committing any fraud.
38. An employee must not engage in deceitful actions aimed at gaining a benefit or avoiding a liability.
39. An employee must not engage in fraudulent conduct. This includes deceitful or other dishonest conduct, involving acts of omission or the making of false statements, orally or in writing, with the object of obtaining money or other benefit, or of evading liability, from the High Commission.
40. In particular, employees who are entrusted with the handling of High Commission, funds or property must not:
 - accept any compensation or reward in connection with the performance of their duties other than their prescribed salary and entitlements;
 - conspire or collude with any other person to defraud;
 - permit or condone any violation of the law by any person;
 - wilfully make or sign any false entry on any document or wilfully make or sign any false certificate or return; or
 - demand, accept or attempt to collect directly or indirectly, for themselves or others, as payment or gift any sum of money, any benefit or any other thing of value.
41. An employee must comply with any other requirement that is prescribed by the High Commission.
42. An employee who is found to have breached this Code will be subject to disciplinary action, including possible dismissal.

The rules for conduct which apply to employees are explained in detail in the Department of Foreign Affairs and Trade's Conduct and Ethics Manual, as amended from time to time. The Manual is available on SATIN Low or from the SAO.